



Service Bulletin

Bulletin No.: 17-NA-276

Date: August, 2019

INFORMATION

Subject: Loss of Phone Pairing or Favorites, Last Setting of Volume, Station, App, and Audio Settings Change When Vehicle Shuts Down in Demo Mode

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2020			All	All
	Regal	2018	2020				
Cadillac	CTS	2017	2019				
	ATS XTS	2018					
	CT6 XT4	2019	2020				
	XT5 XT6	2020	2020				
Chevrolet	Blazer	2019	2020				
	Camaro	2019					
	Colorado	2019					
	Equinox	2019					
	Malibu	2019					
	Traverse	2020					
	Silverado 1500 (New Model)	2019	2020				
	Silverado	2020	2020				
	Volt	2019	2019				
GMC	Acadia	2020	2020				
	Terrain	2018					
	Canyon	2019					
	Sierra 1500 (New Model)	2019	2019				
	Sierra	2020	2020				

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment System RPO IOS, IOT or IOU

<p>Condition</p>	<p>Some customers/technicians may comment that when the vehicle is in Demo Mode (unsold vehicle), the phone would stay paired for the key cycle and then would lose pairing to the radio after the vehicle shuts down and started after 10 minutes, unable to log in or create a User Profile. Additional operational characteristics of Demo Mode include no retention of the following:</p> <ul style="list-style-type: none"> • Stored Favorites • Last station tuned • Bluetooth synced device(s) • Volume level (too soft or too loud) • Last app or screen view • Audio/equalizer settings <p>Loss of functionality on the above items may be due to the design intent of the vehicle while in Demo Mode.</p>
<p>Cause</p>	<p>This may be due to the design intent of the vehicle in Demo Mode.</p>  <p style="text-align: right;">5134106</p> <p>Cadillac shown, Buick, Chevrolet and GMC similar.</p>
<p>Correction</p>	<p>Note: If a device was originally paired while in Demo Mode, a similar condition could occur that randomly continues to drop Bluetooth pairing even after exiting Demo Mode. If the vehicle is not in Demo Mode, but it is believed that the device was originally paired while in Demo Mode, then delete the device from the radio, delete the radio from the device, and pair the device again.</p> <p>No correction is needed for this condition. This is the normal operating characteristic of the Demo Mode of the vehicle. Once the vehicle is sold, select the option labeled "Not a Demo Vehicle" to exit Demo Mode.</p> <p>This information is also now available in SI description and operation documents. Refer to <i>Radio/Audio System Description and Operation</i> in SI.</p>

Version	5
Modified	August 22, 2018 – Added additional models, the 2019 Model Year, a graphic to the Cause section and a Note to the Correction section. August 30, 2018 – Updated the Subject and Condition to include additional operational characteristics of Demo Mode. February 21, 2019 – Added 2019 Blazer and Malibu models. August 20, 2019 – Added the 2020 Model Year, additional models and operational characteristics of Demo Mode.

